*** APPLICATION LEVEL ACKNOWLEDGMENT (ACK) ***

The software that we are using on workstations that connect to our Message Switch does not currently acknowledge (ack) a message that is being sent to it. This is applicable only for those workstations that are using TCP/IP **over frame relay. The message switch gives the message to IP, IP gives the message to TCP and TCP tries to deliver the message three times. If the message fails to be delivered, TCP will just drop the message. The message switch De ques the message after it is given to IP.**

The method that is being purposed to resolve this problem is listed below:
        All messages need to be acknowledged (ACK) at the application level.
        This is considered to be high-level acknowledgment.
        This is the most guaranteed method to ensure that a message gets delivered.

ACK	02	start of text	(STX)	
	06	ACK	(Acknowledge positive response to message)
	03	end of text	(EOT)	

If you are unable to acknowledge receipt of message, you will need to respond with a NAK

NAK	02	start of text	(STX)	
	15	NAK	(Negative response to message)
	03	end of text	(EOT)	

Application level response (ACK or NAK) must be received back from the workstation or Server. This is being suggested because we have experienced the loss of messages for those agencies who have switched to TCP/IP over frame relay. All stand alone workstations or servers with multiple stationary workstations or mobile digital terminals (MDTs) will be required to make these changes to their software.

How we are planning to implement this required change:

Alabama Criminal Justice Information Center along with Computer Projects of Illinois, Inc., (CPI) its message switch vendor would like to make this required change as transparent to its many users as possible. <u>ACJIC will start implementing these software changes after November 1, 2001.</u>

Each vendor who has developed an interface in Alabama that connects to ACJIC message switch will be required to implement these changes as indicated below:

1. Make all required changes to their interface software.
       Vendors who have more than one account will be allowed to
       Implement these changes one account at a time.

2. Call Alabama Criminal Justice Information Center to schedule a time frame
    to implement the change.
           Contact: Robert Wagstaff   334-242-4900 e-mail ([rwagstaff@acjic.state.al.us)](mailto:rwagstaff@acjic.state.al.us)
                     Bonnie Boyd   334-242-4900
                     Lacheryl Ross   334-242-4900

3. Alabama Criminal Justice Information Center will make the required
    Message Switch configuration changes. This will be done at the time
    agreed to in (2) above.

4. Users will be required to stop and start (reboot) their workstation(s) or Server(s).

ACJIC personnel will monitor the message switch traffic for problems after the changes have been implemented.

<u>This change is only applicable for messages received by the workstation(s) or server(s) from ACJIC message switch. You will not receive an ACK or NAC from the message switch on the input side.</u>

Additional information may be obtained from Alabama Criminal Justice Information Center. **Questions may be directed to LEDS personnel at 334-242-4900, administrative message (AM) may be sent to ORI/AL003065Y**.